Until 2000...	Days left: 32	Working days left: 23	Weekends left: 4

Message from the State CIO, Elias S. Cortez

It is important to continue your priority Y2K mission critical work. The Event Management Center is still available for testing, but the opportunity will soon change. Continue to test, whether at the EMC or in your own environment. Don't forget to test your mission critical systems with all the appropriate partners!

Many departments have finished remediation of their mission critical systems and have refocused their efforts on department-critical systems. It would be wise, in these last few weeks of the year, to review your vendor and business partner program in an effort to reconfirm the readiness status of their products, and the availability of customer service representatives.

Also, review their web sites for updated information. Review your CPBs and take into account any new information you discover. Document any changes in your CPB.

PRESS ON AND STAY FOCUSED… ∎

Y2K Success Complements DMH's Efforts to Ease People's Minds

Several years ago, the Department of Mental Health (DMH) established an ongoing process to address Y2K issues and problems. Initial meetings and discussions with main business partners started as early as 1992, recognizing that some systems required replacement. A formal department-wide effort was initiated in September 1995, with hands-on executive direction by Dr. Stephen Mayberg, DMH's Director, and the entire executive staff.

Some of the factors that contributed to DMH's successes on Y2K include:

- Extensive communication and coordination with business partners and other organizations;
- Executive attention to issues, task priorities and resources for solutions;
- Ability to get highly qualified staff on critical assignments;
- Commitment to have all major processes tested in 1998; and
- Very meticulous record-keeping to support a variety of reporting requirements.

All the above factors combined for very positive results due to DMH staff efforts to address the Y2K issues as a team. In early 1995, DMH established its teams, responsible staff, standards and progress reporting. They recognized this effort as an opportunity to create and exploit a common

Letter from the Editor:

- The Y2K Times *will become a weekly publication starting with the next issue and extending into January.*
- *When using Internet Explorer, the links on the web-posted versions of* Y2K Times *newsletters do not work. Microsoft is aware of the problem, but there is no fix yet. Netscape should work because it launches a separate session of Adobe Acrobat.*
- *Correction: The Nov. 8 article, "MSA for Standby and Rapid Response Services," specified an incorrect MSA number. The correct MSA numbers range from 5-99-70-34 to 5-99-70-80. These total to 47 awarded contracts. For more information, contact Sandi Russell, DGS Procurement, at (916) 324-2225.* ∎

Y2K Success Eases Minds

technology architecture that would not only resolve Y2K problems but also utilize solutions to address business problems elsewhere in the organization. Examples include:

- Established ongoing Information Technology Information Sharing meetings with the counties and business partners to find ways to meet common business needs;
- Leveraged solutions to address common problems;
- Established standard technology and Office Automation platforms to reduce the number of terminals and simplify access to tools and information;
- Discussed needs with the counties, exploited existing information and streamlined processes to improve service delivery;
- Shared contingency plans and, thereby, improved processes and backup functions; and
- Offered a variety of Y2K testing options which allowed counties to test at various levels based on available resources.

Overall, the Y2K challenge actually helped establish a stronger IT team. DMH has more involvement and exposure with its customers and the counties, and has found ways to help them meet their goals.

Y2K has been a common goal for DMH to work toward. In 1995, it recognized a need to dedicate calendar year 1999 to working with business partners, ensuring the functionality of interfaces, ongoing testing and resolving any newly discovered issues and problems. The enhanced and ongoing communication and coordination has been critical and will continue to be at the heart of the Department's future efforts. ∎

California's Status at 97.6%

As of November 19, 1999, California's 709 identified mission critical systems are 97.6% remediated.
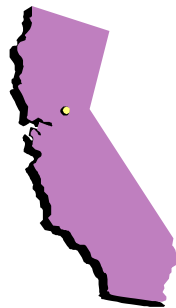
Y2K Events: Past and Future

- On October 29, 1999, the DOIT published its Year 2000 Quarterly Report Supplement. It contains Continuity Planning for Business (CPB) information that was not contained in the main report. Also, it presents status on the remediation efforts on department-critical systems.

- On November 18, 1999, the DOIT and the Governor's Office of Innovation in Government co-sponsored the first in a series of Executive Leadership Forums entitled "Y2K and Beyond." The forum brought together key California State executives to share best practices and promote a more efficient and effective state government.

- On November 19, 1999, the DOIT conducted its regular State/ County Interface Meetings. At these meetings, State and county CIOs discuss the issues regarding their interface testing efforts. The next meeting is scheduled for December 2, 1999.

- On November 21, 1999, NBC aired its made-for-television movie, called "Y2K: The Movie." Although many technological experts have debunked it as unrealistic, and public relations professionals have cried "foul" because they feel it undermines their efforts to manage misinformation about Y2K, the movie did reflect the culmination of a lot of effort to create public awareness of the Y2K issue. Hopefully, viewers recognized the importance of preparedness and how characters employed contingency plans.

- Regarding the DOIT's Annual Report, we are working very diligently to ensure we meet the statutory reporting deadline of December 1, 1999. Either on that date, or shortly thereafter, the 1999 DOIT Annual Report will be available for review and download from the DOIT web site at www.doit.ca.gov. ∎

Did you know...

The DDA process identified 45 State entities whose activities are deemed mission-critical to the State. The remaining 68 entities are considered non-mission-critical to the State.

Challenges for California's Power Industry

This past summer, the DOIT conducted a series of roundtable discussions for California's Power, Telecommunications, Transportation, and Water industries. The second issue of this newsletter (*Y2K Times*, 10/8/99) outlined challenges common to all the industries. This issue begins a series of challenge and solution summaries specific to each of the industries. In most cases, questions regarding status of these should be directed to representatives from the individual industries.

Challenges

The Power industry has had to deal with the effects of deregulation. The resulting fragmentation of the industry is now more diffuse than focused, with no single pivot point of information. This has led to the challenge of determining who should perform, and how, the strategic, tactical, and contingency planning regarding communications and outreach across industries. Another communications challenge was determining the most effective communication between government and the public and between government and business.

Operational challenges presented themselves in several ways. For example, California's Power industry is interdependent on the fuel industry and on other states throughout the West. If they suffer disruptions, California will have to implement contingency plans, which may require having ample supplies of fuel and chemicals. But some suppliers have been reluctant to have supplies available on demand: this could cause topping-off problems.

Solutions

The solutions identified by Power companies included: continual supply chain analysis; rollover staffing of substations, service centers, and call centers; and the continuation of voluminous testing and drilling. They conducted drills for situations that resulted in power plant failures, loss of communications network, and disruption to receiving materials and supplies. Also, they participated in NERC's successful, nationwide tests of utility interconnections (April and September 1999).

Again, contact the Public Utilities Commission for any further status reports. Their telephone number is (415) 703-1366. ∎

The Prudent Planner

The Prudent Planner presents State activities and events that you may see or hear about in the foreseeable future.

- The Governor's Office of Emergency Services publishes Y2K Preparation Guides in eight different languages:

  English, Spanish, Korean, Laotian, Chinese, Tagalog, Russian and Armenian.

  http://www.oes.ca.gov/

Interesting Reading

The following are paths to interesting web sites:

- President's Council "40 Days to Y2K" Press Release:

  http://www.y2k.gov/new/40days.html

- National Association of Counties

  http://www.naco.org/programs/infotech/y2k/index.cfm

- Y2K Nationwide Bulletin Board

  http://bbs.msnbc.com/bbs/msnbc-y2k/index.asp

- Online Encyclopedia Brittanica

  search.britannica.com/bcom/search/results/
  1,5843,,00.html?p_query0=y2k&chooseSearch=0

- Access Atlanta: Y2K Humor

  www.accessatlanta.com/shared/technology/Y2K/humor/

- Commerce Report on the Economic Impacts of Y2K - November 17, 1999

  http://cher.eda.doc.gov/agencies/esa/index.html

Job Announcement for DOIT

Career Executive Assignment IV - Oversight and Project Initiation. Open Until Filled. Must be current permanent state employee. Contact David Brown at (916) 445-0052. Incumbent develops and implements high-level statewide policy, standards, procedures and guidelines for IT planning, project initiation and project approval. Responsible for best practices guidelines and polices/standards for project management. ∎

Y2K Definitions

County Interface Testing – County Interface Testing involves the identification and tracking of interface testing with counties. This includes the testing of systems deemed by state entities to be non-mission critical (in terms of delivery of state services) but deemed mission critical by counties, based upon their provision of services. Pilot county testing is included, as well as testing at counties that utilize each interface, since the provision of services to the citizenry should not be dependent upon which county they reside in.

The Y2K PMO is tracking:

- All state entities with county interfaces,
- All state entities that have not conducted critical interface testing to counties, and
- The status of all testing to date.

The Y2K PMO reconciles a test proctor's status information with each state entity to ensure compliance with their test procedure. Status is then reported through the Y2K PMO.

High-Profile Interface Testing – High-Profile Interface Testing involves the identification and tracking of testing of non-mission critical interfaces whose unavailability over a period of time would cause significant disruption to business and/or services expected by citizens of the State of California. Unlike DOIT's definitions for mission critical and departmental-critical systems, processes, and interfaces, this definition requires state entities to look at their interfaces from the perspective of outside companies and agencies. The entities identify additional areas of testing to ensure delivery of essential additional non-state-provided services to Californians. The Y2K PMO reports the status of this key area of testing.

Y2K's Effect on Specific State Services

Specific questions should be directed to your department's Y2K project manager or to the State's Y2K Program Management Office at: Project.Office@emc.ca.gov. The Y2K PMO will be glad to answer any questions you may have and may address your concerns in subsequent newsletters.

Web Sites for More Government Y2K Information

California Year 2000 web site	www.year2000.ca.gov
Governor's Office of Emergency Services	www.oes.ca.gov
Federal Y2K web site	www.y2k.gov
County information	www.csac.counties.org/counties_close_up/county_web/index.html
City information	www.cacities.org/cities_online/cities_online.asp
United States Information Agency	www.usia.gov

Comments and Questions: Please send comments and questions to:

Lance.Williams@doit.ca.gov, or call (916) 445-7020.

The newsletter is available for download off of the DOIT's Year 2000 Publications web site, under the section titled "Y2K Times Newsletter": *www.year2000.ca.gov/publications/*

Please reduce, reuse, recycle